

[ELECTRONIC COMPLAINT HEADER] ICC COMPLAINT ID: 2002-33795C

CONTACT NAME: ARCHER, LORAIN
COMPANY NAME: NORTH SHORE GAS COMPANY
ADDRESS: 16TH FLOOR
130 EAST RANDOLPH STREET
CITY, ST, ZIP: CHICAGO, IL 60601

[COMPLAINT INFORMATION]
COMPLAINT INFORMATION

COMPANY: NORTH SHORE GAS COMPANY

PRIORITY: URGENT

OPEN DATE: 11/21/02
COUNSELOR: MASC MASTRO, CAROL
ILCC FILE #: 33795 CHICAGO
RATE CLASS: RESIDENTIAL

CUST NAME: BARTHA, SUSAN
CUST CONTACT:
STREET: 720 THORNMEADOW RD.
CITY/ST/ZIP: DEERFIELD, IL 60015
COUNTY: LAKE
TELEPHONE #: (847) 948-0992
CAN BE REACHED #: () - EXT.:

ACCOUNT #:

SERVICE STATUS: SERVICE ON
SERVICE TYPE: GAS
CASE ORIGIN: CONSUMER TELEPHONE
CONTACT CODE: INFORMAL COMPLAINT (CSD REFERS COMPLAINT TO CO)
OPEN PROBLEM CODE: BILLING

BRIEF EXPLANATION: DISPUTES HIGH BILLS. THREAT OF DISCONNECT IS PENDING.
THIS IS A 9000 SQ. FT HOUSE (GAS POOL HEATER) BUT THERE
IS NO WAY CUST. COULD BE USING THIS AMOUNT OF GAS. CUST.
HAS BEEN DISPUTES A \$11000 BALLOON BILL FROM 2.5 YRS AGO.
CO. WAS TO BE INVESTIGATING AND NEVER CLEARLY RESPONDED
TO CUST. METER WAS EXCHANGED AND TESTED. CUST. WANTS TO
KNOW IF THE METER WAS A MERCURY METER? - WANTS DOCUMENT
VERIFYING THAT IS WASN'T. EXPL. REGS. CUST. WANTS
CURRENT BILLS INVESTIGATED - STILL FEEL CO. IS BILLING
HER INCORRECTLY. CUST. IS GOING TO "PROBLEM SOLVER"
NEWS.

SEND TRANSCRIPT WITH READS AND PAYMENTS FOR PAST 3 YRS
(PLUS MICROFISCH). SEND METER TEST RESULTS. HAVE
CURRENT METER TESTED.

PREV. CASE 01-27737 STERN AT&T

[END OF COMPLAINT INFORMATION]

Exhibit "A"